

**State of Connecticut
Consumer Advisory Board**

**April 23, 2014
Meeting Summary**

Members Present: Patricia Checko (Co-Chair); Arlene Murphy (Co-Chair); Jeffrey Beadle; Yvette Bello; Alice Ferguson; Cheryl Harris Forbes; Theanvy Kuoch; Sharon Langer; Richard Porth

Members Absent: Bryte Johnson; Nanfi Lubogo; Cece Peppers-Johnson

Meeting was called to order at 10:15 a.m.

Public Comment

There was no public comment at this time.

Correspondence

Sheldon Toubman sent correspondence to the Healthcare Innovation Steering Committee and Consumer Advisory Board about the language in the proposed charter for the Equity and Access Council, as well as responses to four issue briefs released by the program management office. The board will need to discuss ways to make sure outside input is taken into consideration.

Review of Previous Meeting Minutes

- **March 14, 2014 minutes**

Cheryl Harris Forbes's name was omitted from the attendance. She should be listed as not present for this meeting.

Motion – to accept the March 14, 2014 minutes as amended – Sharon Langer; seconded by Yvette Bello.

There was no additional discussion.

Vote: all in favor.

- **March 19, 2014 minutes**

Motion – to accept the March 19, 2014 minutes – Cheryl Harris Forbes; seconded by Sharon Langer.

There was no discussion.

Vote: all in favor.

- **March 21, 2014 minutes**

Motion – to accept the March 21, 2014 minutes – Sharon Langer; seconded by Theanvy Kuoch

There was no discussion,

Vote: all in favor.

Status of CAB recommendations for Board, Steering Committee and Workgroups

Board members received an update on the nomination process. Both the Consumer Advisory Board and the Personnel Subcommittee of the Healthcare Innovation Steering Committee made recommendations for membership and changes in workgroup composition. The board recommended adding two additional consumer/advocate members to the Practice Transformation Task Force. The physicians recommended appointment of six total physician representatives to the

Quality Council, along with making state agency representatives non-voting ex-officio members. The Steering Committee took no action at its March 24th meeting but did vote on the proposals on April 22nd. One of the decisions made was to add two additional consumer/advocate seats to the Quality Committee. That decision was made on the basis of maintaining balanced and proportional representation. The board will have to decide on two more representatives. The board will also need to discuss the Health Information Technology Council, as one potential HIT Council candidate was deemed to have a conflict of interest.

Motion – to enter into executive session to discuss Quality and Health Information Technology council nominees – Yvette Bello; seconded by Richard Porth.

There was no discussion.

Vote: all in favor.

The board entered into executive session at 10:29 a.m. and exited at 11:04 a.m.

Motion – to nominate Patricia Checko to the Health Information Technology Council – Jeffrey Beadle; seconded by Alice Ferguson.

There was no discussion.

Vote: all in favor.

Motion – to nominate Meryl Price and Arlene Murphy to the Quality Council – Richard Porth; seconded by Sharon Langer.

There was no discussion.

Vote: all in favor.

CAB support and relationship to Stakeholder Outreach Coordinator

The board would like to develop an external and internal plan for continuous cycle communication. The board is the likely conduit between the steering committee and consumers. There have been discussions about meeting in different locations and working with Community Health Center Inc. on telecommunication. There may also be a need for a blog or newsletter. There are questions as to how these activities can be best supported. The board asked about a proposal for a stakeholder outreach coordinator and what responsibilities that person might have. There is a rough sketch of the budget and that position's duties are not well defined. One idea is that the person will oversee communication design that is accessible to both the physician and consumer communities. The board will contribute to the development of the responsibilities and qualifications for the stakeholder outreach coordinator, particularly in regards to the consumer outreach portion of the job duties.

Other items the board discussed included the creation of a "Frequently Asked Questions" section on the web site that was consumer friendly, the development of list-serves, and the development of a mechanism for consumer interaction.

CAB input into "test grant" application

The program management office is still waiting for the funding opportunity announcement (FOA) to be released. The board saw a presentation on what could be expected based on the first round funding opportunity announcement ([see presentation here](#)).

It was asked if the grant included nursing homes. It does not as the grant excludes the Medicare/Medicaid dually eligible population. Additionally, commercial health plans do not cover nursing homes. The grant focuses less on special populations (such as DMHAS and DDS clients) in

the early years and more on stabilizing larger systems. The plan is to overlay the capabilities necessary for those special populations.

Some of the funding for the innovation efforts will come from an assessment on the health plans. There have also been preliminary discussions with private health foundations on consumer engagement.

One of the requirements of the FOA will be to get input from others. The steering committee will be the group to approve and recommend a test strategy and budget but the board can provide input on these issues as well. The steering committee is looking at more rapid cycle communications with ad hoc design groups. The program management office plans to issue materials seven days in advance of meetings to allow members and the public time to comment and discuss. All materials could be shared with both the steering committee and the board.

The board discussed how to best communicate with the steering committee. The consumer/advocate representatives on the steering committee could provide feedback between the steering committee and the board. Members suggested making it known that consumers can use the board to communicate their concerns and ideas. The board also discussed how to best handle correspondence received. It may not be appropriate for individual board members to respond to correspondence but they could come together to discuss what is received and decide on an appropriate course of action.

The board also discussed the program management office's use of issue briefs to initiate more detailed design discussions. The information contained in the briefs will be amended to reflect comments and concerns received. The briefs will serve as the building blocks for the test grant application. It was asked that a link to the issue briefs be posted on the board's web site.

Plan for May meeting; orientation for CAB members

The board will convene an orientation meeting with new board, steering committee and workgroup members. Lynn Quincy, of Consumers Union, has been invited to present. The board decided to schedule the meeting for May 27th from 1 to 4 p.m.

Development of CAB principles and consumer communications plan

Due to a lack of time, the board agreed to postpone discussion of the principles and communications plan to the next meeting.

Meeting Schedule

It was recommended that the board aim to meet a week in advance of the Healthcare Innovation Steering Committee meetings. Because the May 27th meeting will have a robust agenda, the board decided to schedule a meeting on May 15th at 9 a.m. There will be conference capability provided. The board will discuss the principles document at this meeting.

Appointment letters for new Consumer Advisory Board and workgroup members will be sent out within the week from the program management office.

Meeting adjourned at 12:34 p.m.